User's Guide

September 2013

CMC

Complete Medical Communications Canada

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1. INTRODUCTION

This manual will guide you through the process of arranging an event from start to finish using the **Event Management System - EMS**. The different event types that you can create are:

- **Accredited CHE Program: Quebec – FMOQ**
- **Accredited CHE Program: Rest of Canada - CFPC**
- **BYSTOLIC® OLAs**
- **Other Learning Programs;**
  - **Journal Clubs**
  - **Rounds**
  - **Hypertension Huddles**
  - **Others**

This system will help you plan and manage your activities from a centralized database.

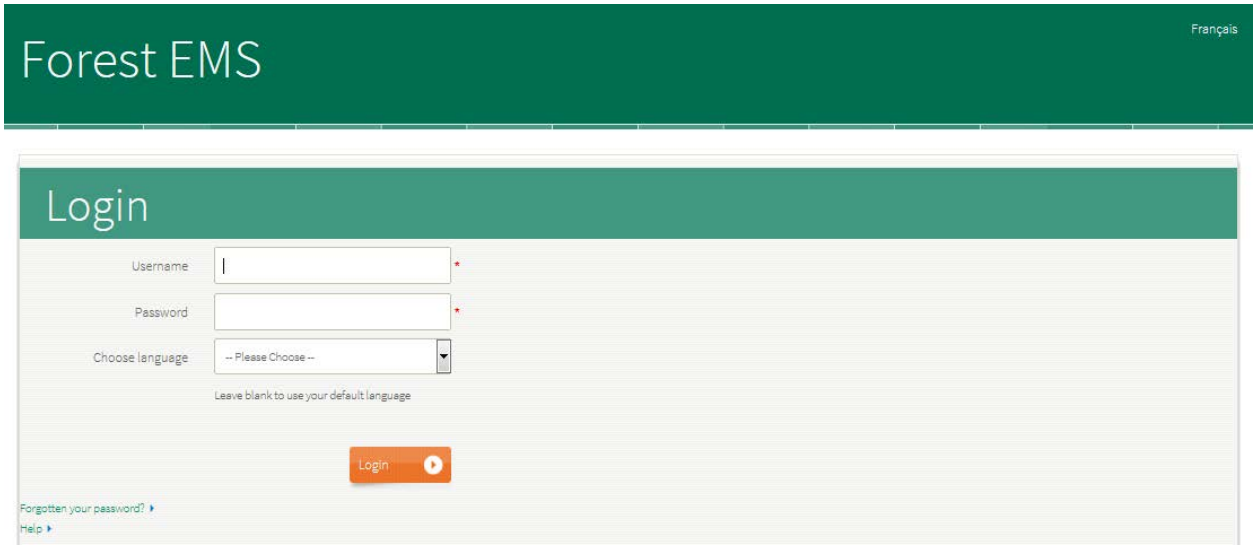
Note: Please ensure you send your request ahead of time. Some programs require 4 weeks' notice to the accreditation body. Please refer to page 19 for details on the time required for each program. RSM Event approval in EMS will be 5 business days.

2. LAUNCHING THE CHE MANAGEMENT SYSTEM

From your Web Browser use this link: www.emsforest.ca/. We suggest you add this link to your favourites. Note that the system works the same way on PCs and iPADs, and the link is the same.

On the login screen, enter the EMS Username and Password provided to you.

You may also change the default language (according to your profile) if necessary at this point, or anytime you are logged in the system. The language you select will trigger the language of the invitation.



Once you are done, click on the Login button

.

You can also click on Help or Forgotten your password? if you need to call or e-mail for help. You will receive a reply the same business day.

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3. SALES REPRESENTATIVES

a) Login

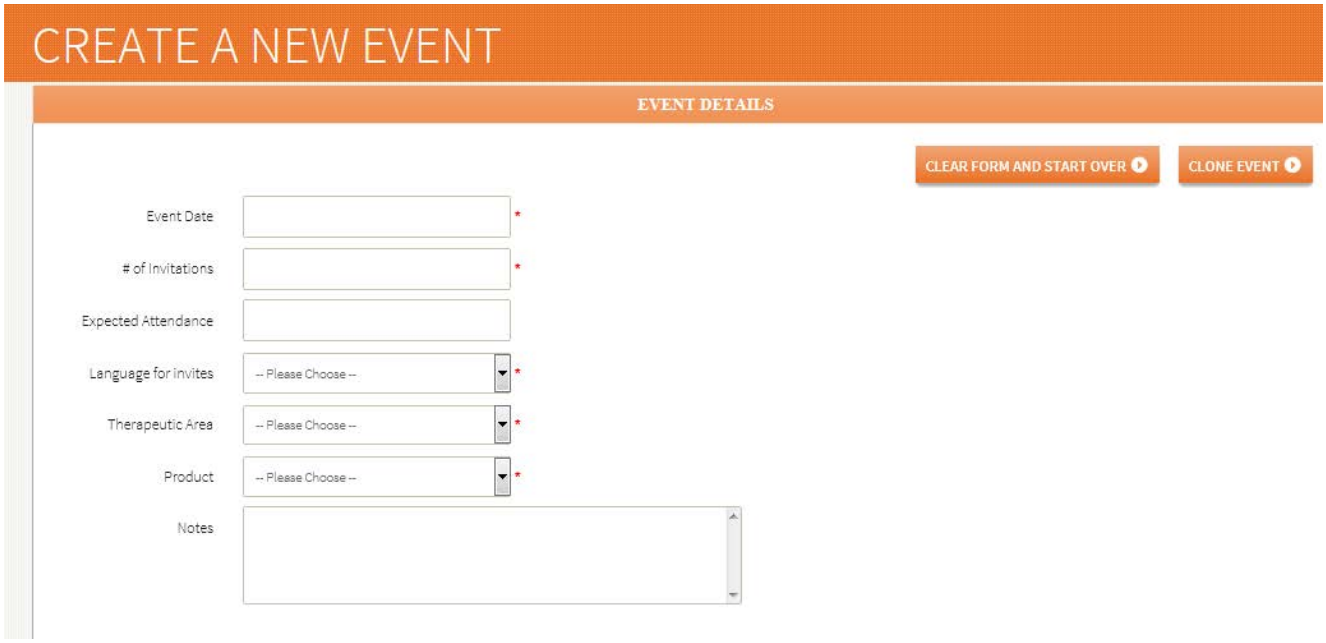
Upon logging in as a Sales Rep, the default window is the '**Create a New Event'** screen. You can also choose to see only **Upcoming events** (future events already created in EMS to be held within 6 months) or **Search for an existing event.**

The system will open the **New Event** window, in the **Event Details** screen. This is the first of 5 sections to complete. The 4 others are **Venues**, **Program & Objectives**, **Agenda & Speakers** and **RSVP/Invite Colleagues.**

b) Create a New Event

The "Create a New Event" section contains the sections/screens named, "Event Details", "Venues", "Program & Objectives", "Agenda & Speakers" and "RSVP/Invite Colleagues". You will need to fill out each form with the information that is requested. Fields with an "*" are mandatory and need to be completed before you can continue to the next form. Below is a breakdown of each form and the fields that they contain.

c) Event Details



In the **Event Details** section you will need to complete the following fields:

Event Date	Enter the date of the event
Material Language	Select a language from the dropdown list
Invitations Needed	Enter the number of invitations needed
Expected Attendance	Enter the number of expected attendees

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Product	Select a product for the event from the dropdown list
Therapeutic Area	Select a therapeutic area for the event from the dropdown list
Notes	Enter any additional notes about the event

The "**Clear Form and Start Over**"

button in the right hand corner will clear the form of all information already entered and is useful if you've made several errors when filling out the form.

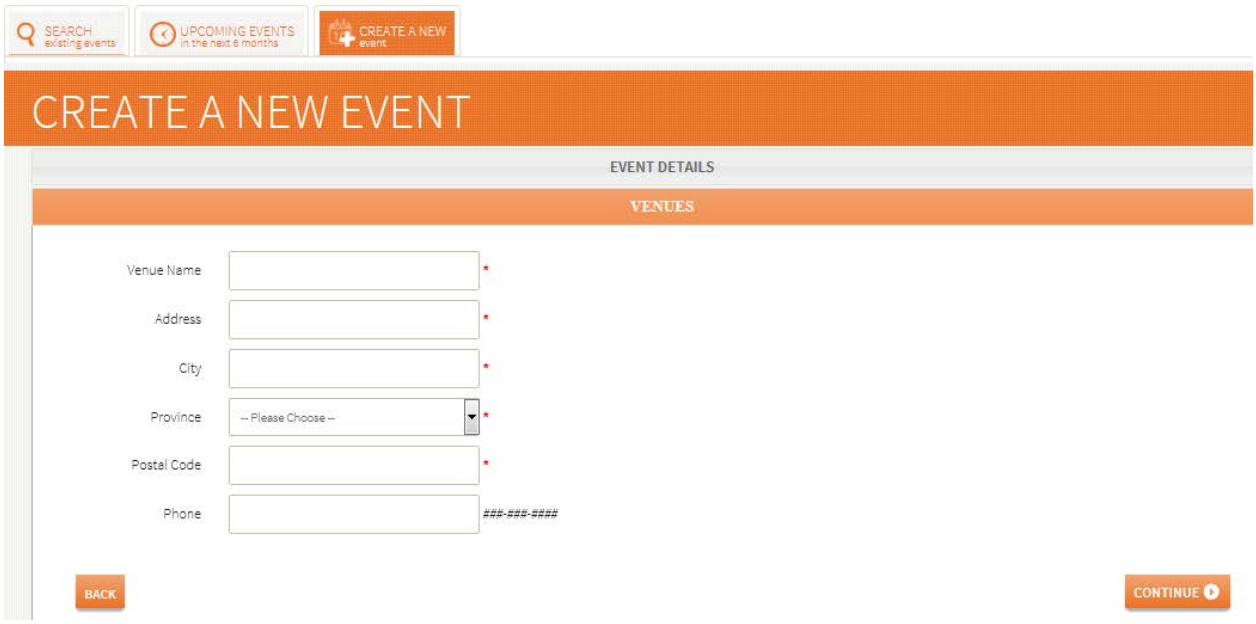
The "**Clone Event**"

button in the right hand corner allows you to search for old events (see "Search Existing Events") that are similar to the new event you wish to create and use one as a template for your new event. Once you have found the event you wish to clone, you will be brought to a summary page, with a button in the lower right hand corner of the page. Select this button to finalize the process of cloning and be brought back to the "Create a New Event" page, where you can edit any details, the same way you would if starting an event from scratch.

On completion of all entries, hit the 'Continue' button to move to the next section. If there is an error on the page, a warning will be issued. The error has to be corrected to move on to the next section.

Note The system will automatically add your own name as creator/owner of this event. You are the only one who can edit or cancel the event, other than the Administrators.

d) Venues



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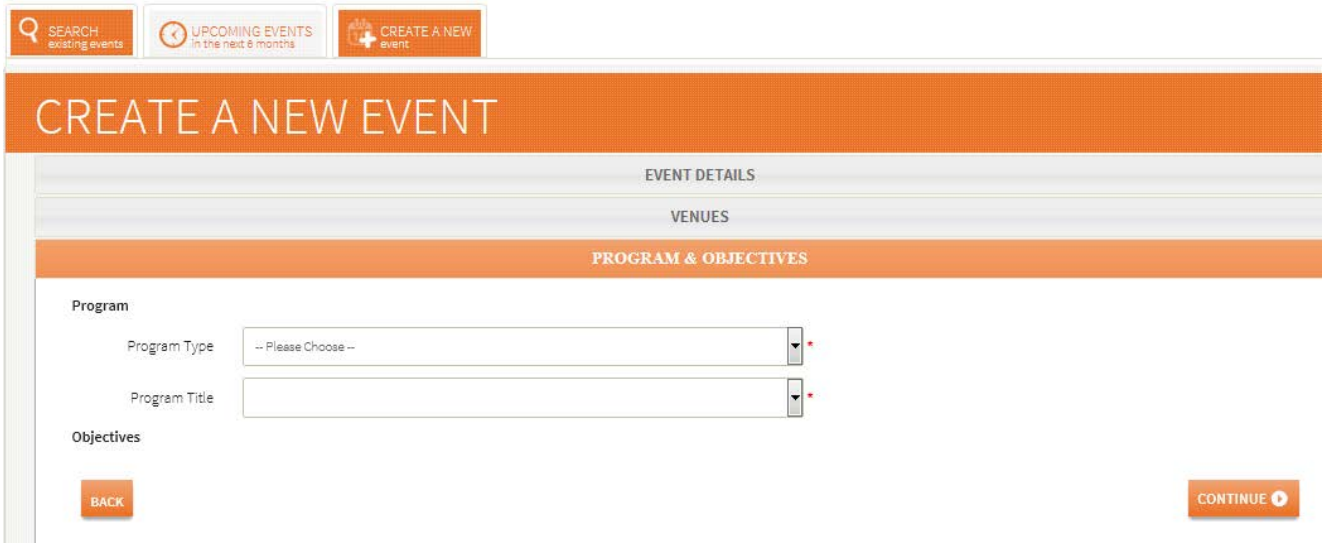
In the **Venues** section you will need to complete the following fields:

Venue Name	Enter the name of the venue for the event
Address	Enter the address of the venue
City	Enter the city for the venue
Province	Select the province of the venue from the dropdown list
Postal Code	Enter the postal code for the venue
Phone	If you would like the phone # of the venue to appear on the invitation, enter the phone number of the venue where the event will take place. Do not type the "-". The system will generate them automatically (to get 514-111-1234, type 5141111234)

On completion of all entries, hit the 'Continue' CONTINUE button to move to the next section. If there is an error on the page, a warning will be issued. The error has to be corrected to move on to the next section.

e) Program & Objectives



In the **Program & Objectives** section you will need to complete the following fields:

Program Type	Select the type of program from the dropdown list

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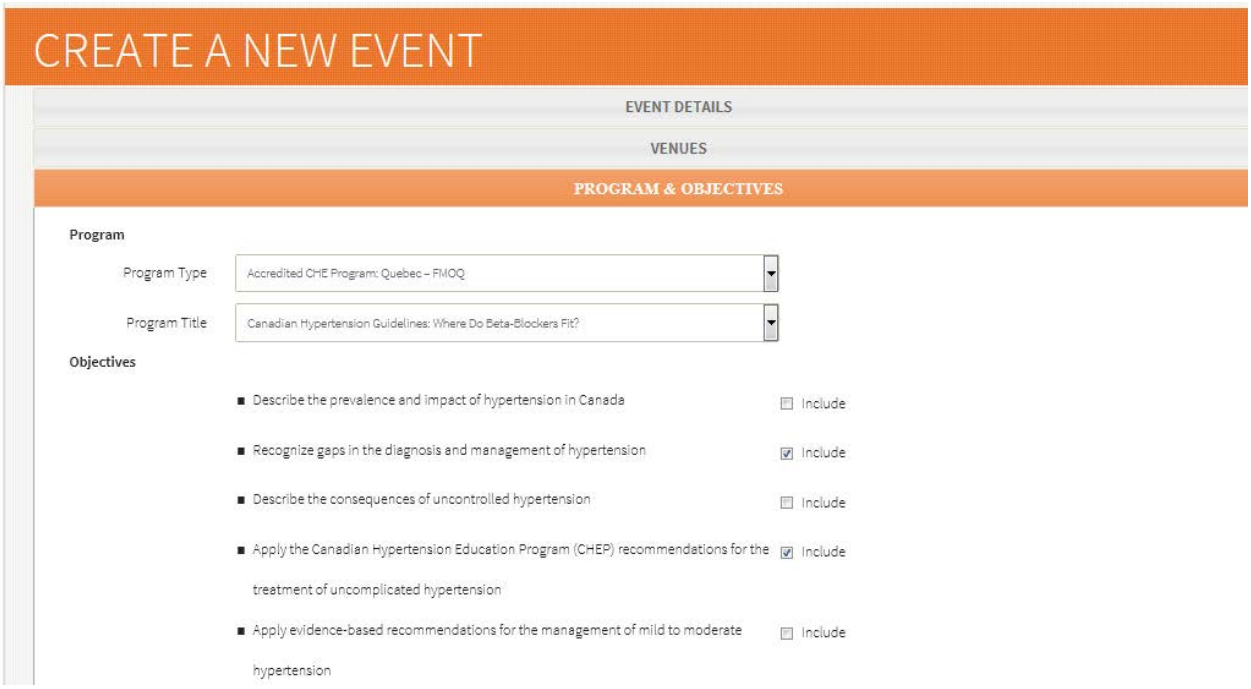
Program Title Select the program title from the dropdown list

For the Therapeutic Area of Hypertension and the Product BYSTOLIC®, there are currently 4 Event Types, with defined titles and objectives. New programs will be added as they are developed and rolled out, and old programs will no longer be available once they are replaced. The Marketing group and your sales manager will keep you updated when new programs are available and when old programs are retired.

f) Current Programs -- Fall 2013

1. Accredited CHE Program: Quebec – FMOQ

This option is available in Quebec ONLY, and is specific to the Quebec FMOQ accreditation criteria. A list of the allowed titles and objectives will be provided for you in PDF format so that you may share them with your speakers during your discussions.
The Sales Representative is to contact the proposed speaker to confirm selection of 1 of 14 titles from the dropdown list and a minimum of 4 to a maximum of 6 objectives from the list of bulleted objectives provided. Simply click on the 'include' box for the objective. Creation of the event cannot continue without selecting 4 – 6 objectives.
Upon completion, hit the 'Continue' button to move to the next section.


CREATE A NEW EVENT
EVENT DETAILS
VENUES
PROGRAM & OBJECTIVES
Program
Program Type
Accredited CHE Program: Quebec – FMOQ
Program Title
Canadian Hypertension Guidelines: Where Do Beta-Blockers Fit?
Objectives
Describe the prevalence and impact of hypertension in Canada
Include
Recognize gaps in the diagnosis and management of hypertension
Include
Describe the consequences of uncontrolled hypertension
Include
Apply the Canadian Hypertension Education Program (CHEP) recommendations for the treatment of uncomplicated hypertension
Include
Apply evidence-based recommendations for the management of mild to moderate hypertension
Include

2. Accredited CHE Program: Rest of Canada -- CFPC

The Program Title and 4 Objectives are fixed for this program. They are the approved titles and objectives for CFPC accreditation.

3. OLA - Program Name (e.g. BYSTOLIC® program will be 'OLA-INTRODUCING BYSTOLIC)

The Program Title and 6 Objectives are fixed for this program

4. Other Learning Programs

The Sales Rep may select 1 of the other learning sub-types from the dropdown list provided. These are:

- Journal Clubs
- Rounds
- Hypertension Huddles/Walkabouts
- Other, describe below. For this selection a box is provided to input a description of the proposed event

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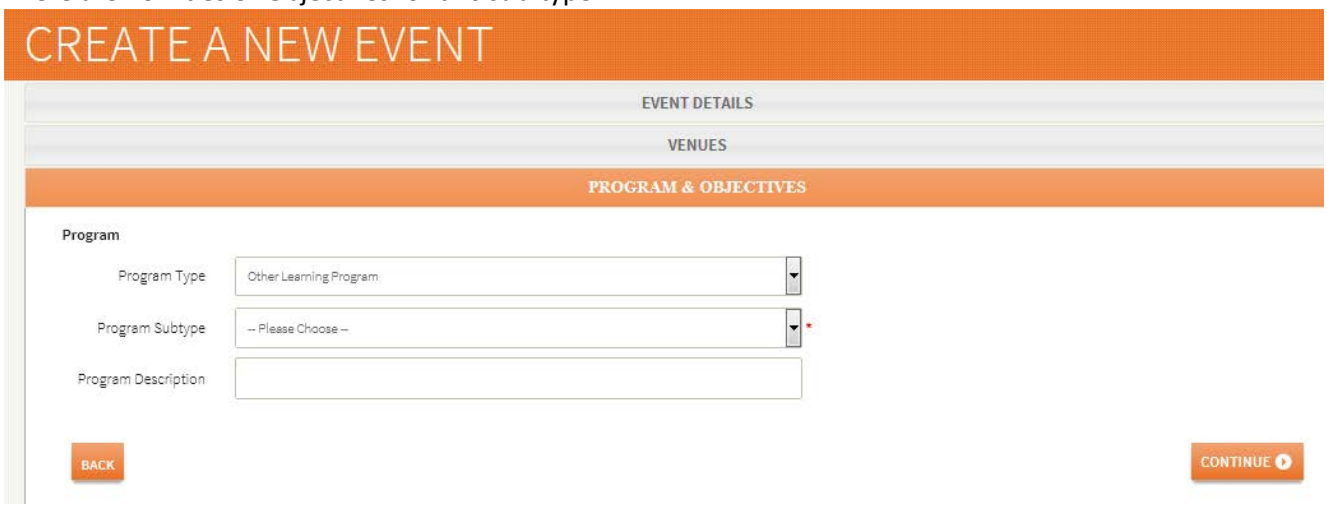
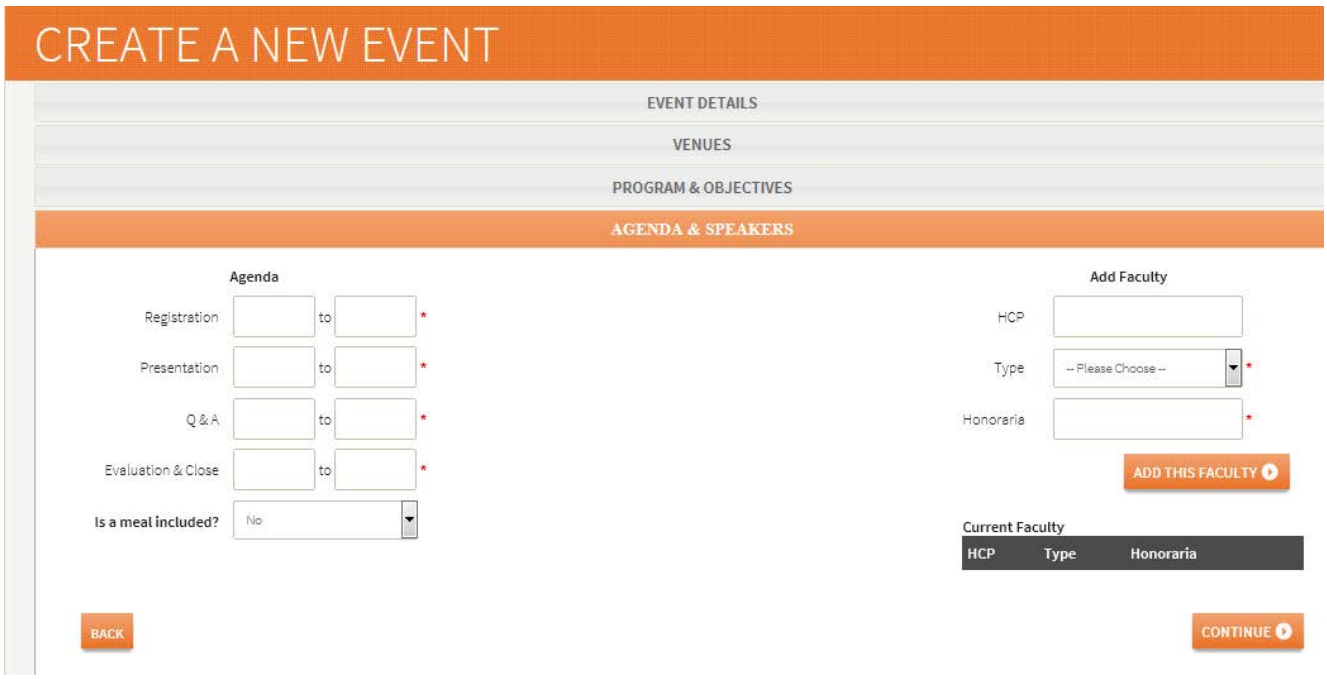
On selection of these sub-types, a box will be provided for the Sales Rep to input a description for the event. There are no Titles or Objectives for this sub-type.



On completion of all entries, hit the 'Continue' button to move to the next section. If there is an error on the page, a warning will be issued. The error has to be corrected to move on to the next section.

g) Agenda & Speakers



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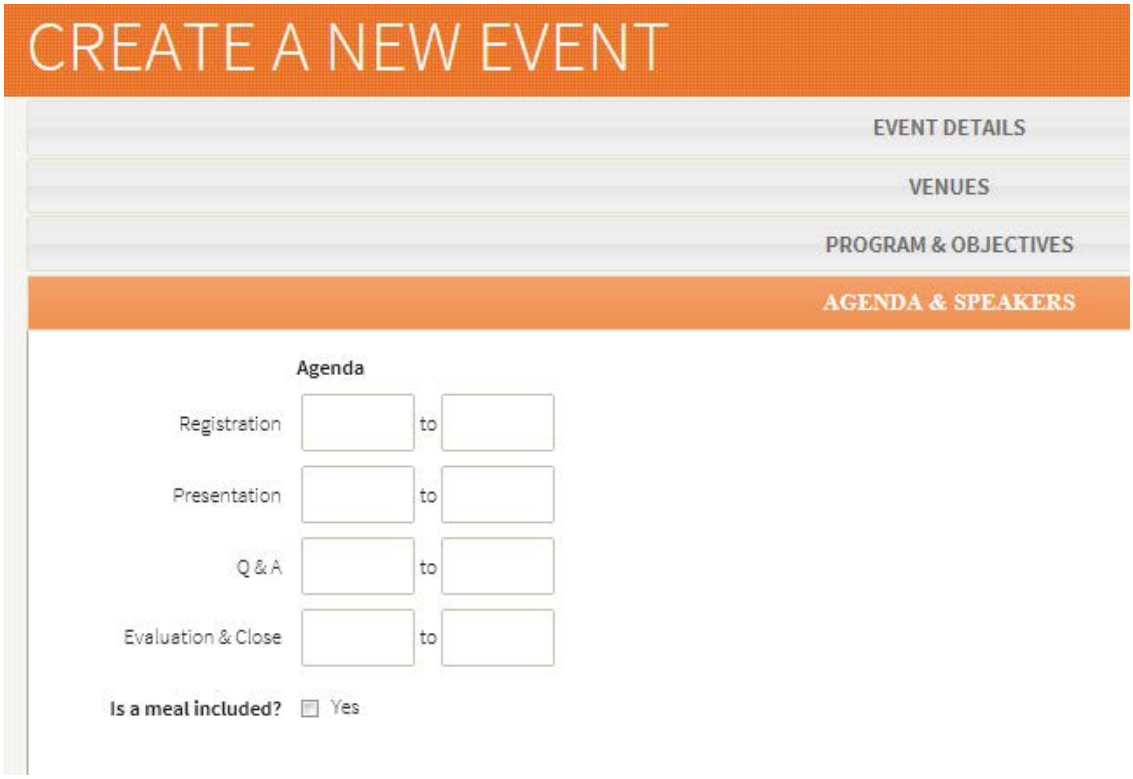
In the **Agenda & Speakers** section you will need to complete the following fields:

Registration	Enter the registration times
Presentation	Enter the presentation time
Q & A	Enter the Q & A time
Evaluation & Close	Enter the evaluation & close time

(Note: The interactivity or Q&A time of 25% calculation should not include the registration time. The Q&A should be 25% or more of the presentation time.)

Note: Please ensure you enter a time for each field: the Registration, Presentation, Q&A and Evaluation & Close. Otherwise the system will print 00:00 on the invitation and for accredited events, the submission will not be complete.



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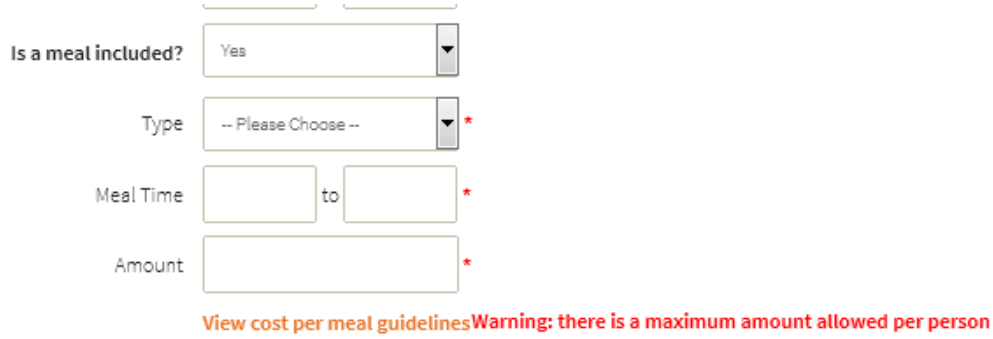
h) Meals

Is a meal included? Select 'Yes' if a meal is included and 'No' if a meal is not included



For OLAs and Other Learning Programs, the meal can occur at any time.

NOTE: For Accredited CHE, the Dinner must be either before or after the presentation. For a Breakfast or Lunch Accredited CHE, the meal can be during presentation.

Meal Maximums by Province for Accredited Events

Please note that these costs are on a per-attendee basis and exclude taxes and gratuities. These costs are subject to change and the system will always reflect the most current information from the provinces†. If you enter a meal cost over your province's allowed amounts, a warning will prompt you to correct your entry and the table will be provided as guidance for you to make the correction.

Chapter	Breakfast	Lunch	Dinner
	Maximum cost per attendee costs; excluding taxes and gratuities.		
Alberta	$30	$40	$75
British Columbia	$25	$35	$55* / $70**
Manitoba	$20	$30	$75
New Brunswick	$25	$30	$75
Newfoundland	$15	$25	$100
Nova Scotia	$30	$30	$75
Ontario	$30	$60	$85
Prince Edward Island	$35	$50	$75
Quebec	$20	$30	$75
Saskatchewan	$30	$30	$75

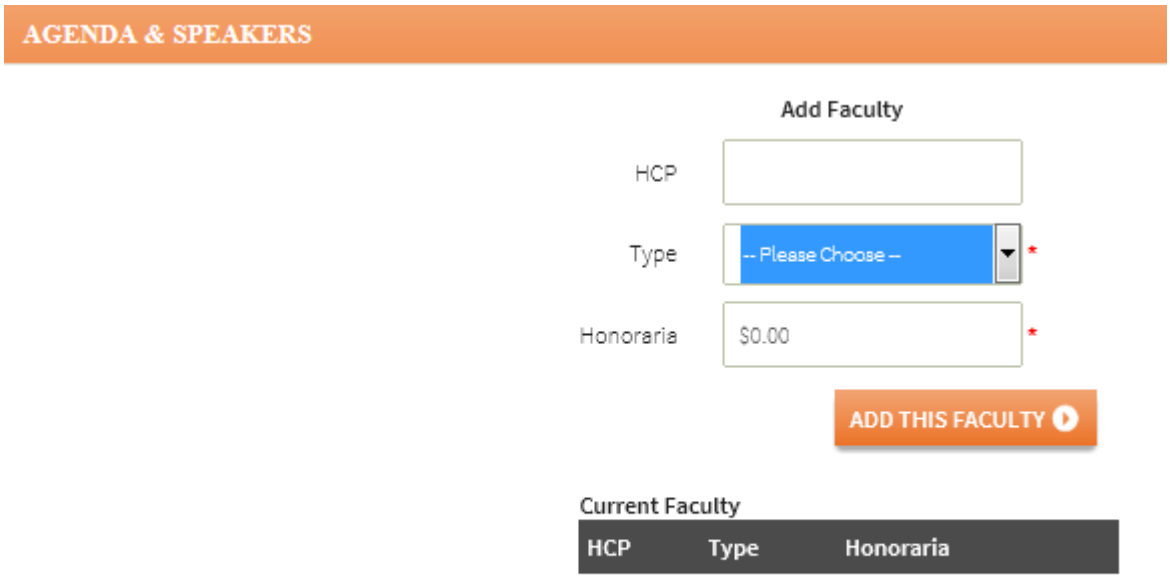
NOTE: *Downtown Vancouver, **Elsewhere in province of BC

†Current as of Sept 9, 2013.

i) Faculty

In the **Add Faculty** section you will need to complete the following fields:

HCP	Enter the name of the HCP
Type	Select the type from the dropdown field (speaker, moderator, and facilitator)
Honoraria	Enter the honoraria amount
Add This Faculty	Select this button to add your faculty selection. Multiple faculty can be added for each event to allow the participation of facilitators/moderators as required by the event structure. The 'Add This Faculty' button must be pressed each time, and at least one faculty must be entered in Accredited and OLA events



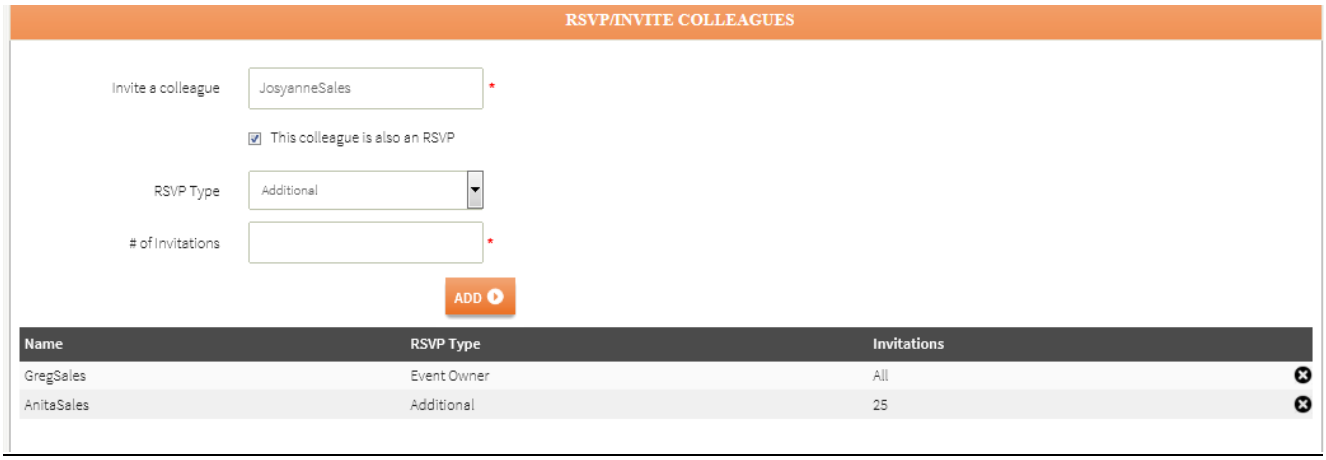
On completion of all entries, hit the 'Continue' button to move to the next section. If there is an error on the page, a warning will be issued. The error has to be corrected to move on to the next section.

Only HCPs who have been trained to deliver the Accredited CHE and Forest sponsored OLAs programs can be selected as Speakers. The system will inform you if a Speaker has not been trained.

Untrained HCPs who are leading an Other Learning program such as a Journal Club are classified as Facilitators.

J) Invite Colleagues

RSVP/Invite Colleagues



In the **RSVP/Invite Colleagues** section, you will confirm yourself as the Primary RSVP. Your name is automatically entered and allocated the entered # of Invitations. Click on but ADD ut your name and # of Invitations to the list. You now have the opportunity to enter additional representatives' information if you are sharing an event with a colleague. Adding a Colleague as a RSVP is NOT compulsory.

Colleague Invite Inviting a colleague will share the event you're creating and give the invited colleague the ability to view all aspects of the event, but they will not be able to cancel the event. This feature is useful for avoiding the duplication of events. Select a name from the drop down list and click on ADD
Your colleague(s) can be assigned RSVP status. This function allows for having your colleague receive and distribute an allotment of RSVPs with their contact information on the RSVP. The Event owner needs to specify the quantity of the allotment in the table provided.

RSVP Type Select the colleague as a Primary or Additional RSVP

# of Invitations Input the number of invitations to be sent to the invited colleague

Add Select the Add button to enter the colleague into the event

Newly added RSVP's will be displayed at the bottom of the screen, as shown below.

Repeat these steps to add more colleagues to the event. You can remove RSVP's by clicking on the "x" to the right of the name.

Note: On completion of all entries, hit the 'Continue' button to move to the next section. If there is an error on the page, a warning will be issued. The error has to be corrected to move on to the next section.

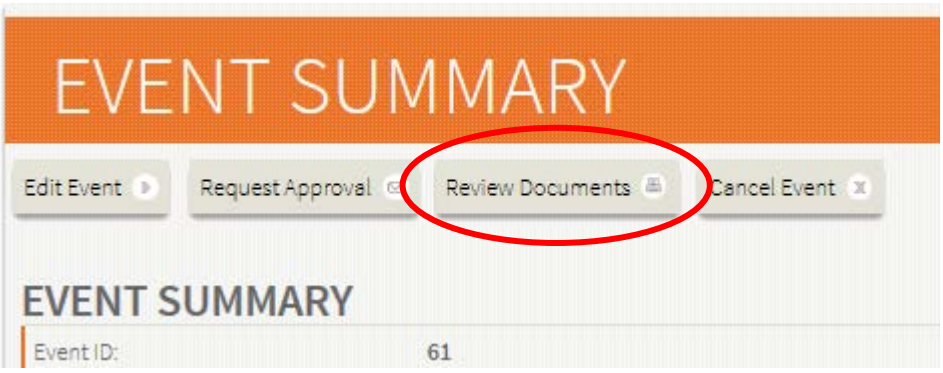
k) General Event Creation Recap

There are five sections to the form that need to be filled out in order to create an event. Once you have filled in each section, click the "Continue" button in the lower right-hand corner of the form.
(If there are any errors on the page you will receive a warning at this time. You must correct the error to continue creating your event). This will prompt a new section of the form to pop up, allowing you to fill it out as well.

You can return to a previous section to make edits by clicking on the previous sections tabs at the top of the screen or by selecting the "Back" button located on the left hand side of the form.

When you have completed filling in the forms, select the "Save Event" button in the lower right hand corner of the page to show the Event Summary page shown below.

Before submitting the Event for approval, the document templates have to be reviewed to ensure that the correct Speaker, Event Date, Event Venue, Titles and Objectives and RSVP information are correct. This can be done by clicking on the 'Review Documents' tab at the top of the page, as shown here;



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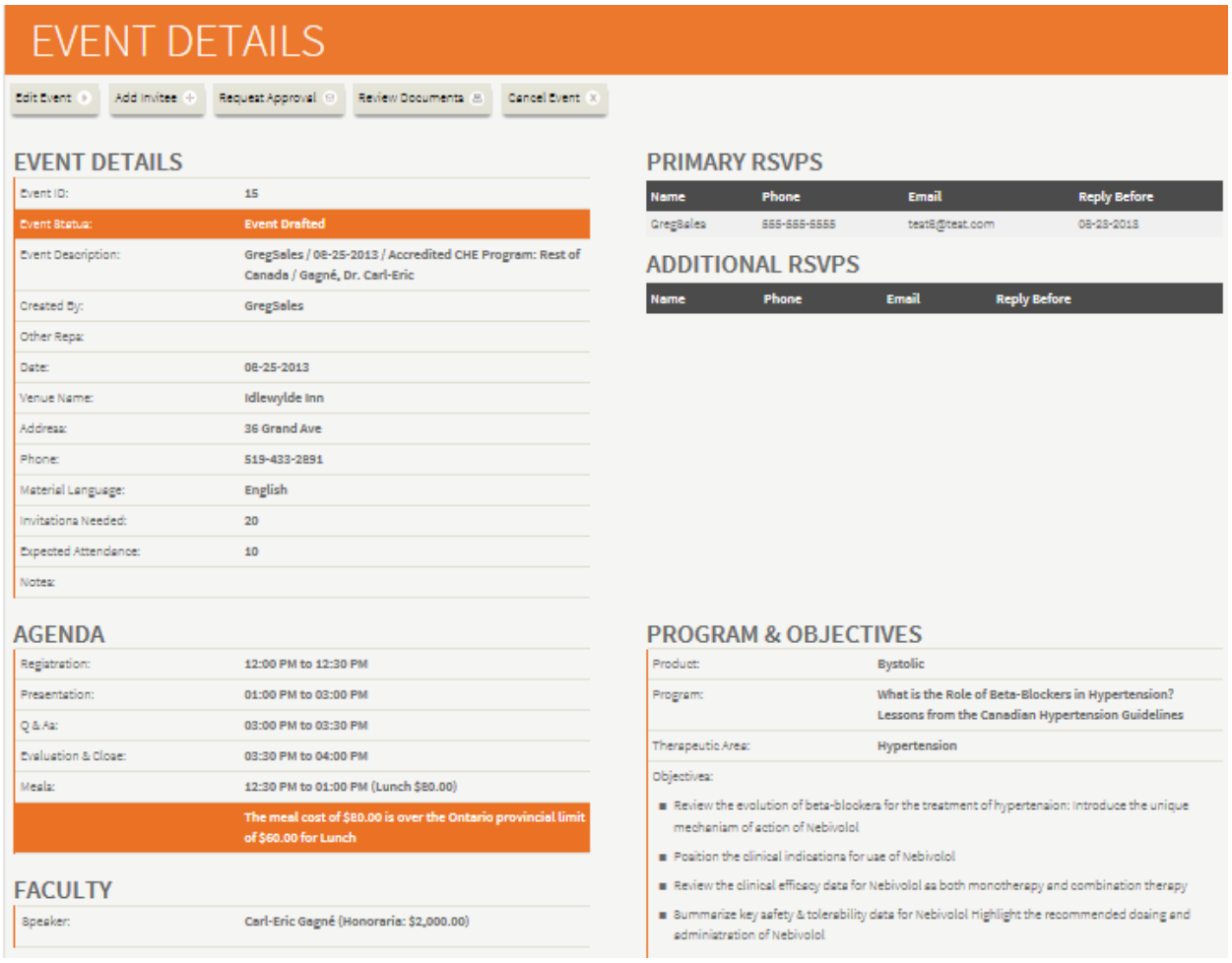
I) Event Summary



EVENT DETAILS

Edit Event | Add Invitee | Request Approval | Review Documents | Cancel Event

EVENT DETAILS

Event ID:	15
Event Status:	Event Drafted
Event Description:	GregSales / 08-25-2013 / Accredited CHE Program: Rest of Canada / Gagné, Dr. Carl-Eric
Created By:	GregSales
Other Reps:	
Date:	08-25-2013
Venue Name:	Idlewylde Inn
Address:	36 Grand Ave
Phone:	519-433-2891
Material Language:	English
Invitations Needed:	20
Expected Attendance:	10
Notes:	

PRIMARY RSVPS

Name	Phone	Email	Reply Before
GregSales	555-555-5555	test8@test.com	08-23-2013

ADDITIONAL RSVPS

Name	Phone	Email	Reply Before

AGENDA

Registration:	12:00 PM to 12:30 PM
Presentation:	01:00 PM to 03:00 PM
Q & As:	03:00 PM to 03:30 PM
Evaluation & Close:	03:30 PM to 04:00 PM
Meals:	12:30 PM to 01:00 PM (Lunch $80.00)
	The meal cost of $80.00 is over the Ontario provincial limit of $60.00 for Lunch

FACULTY

Speaker:	Carl-Eric Gagné (Honoraria: $2,000.00)

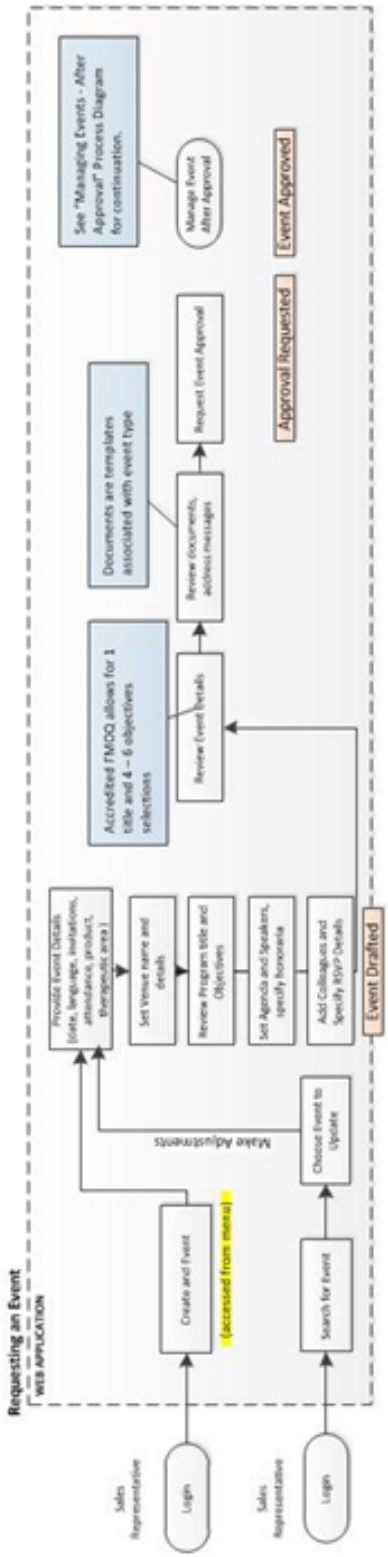
PROGRAM & OBJECTIVES

Product:	Bystolic
Program:	What is the Role of Beta-Blockers in Hypertension? Lessons from the Canadian Hypertension Guidelines
Therapeutic Area:	Hypertension

Objectives:

- Review the evolution of beta-blockers for the treatment of hypertension: introduce the unique mechanism of action of Nebivolol
- Position the clinical indications for use of Nebivolol
- Review the clinical efficacy data for Nebivolol as both monotherapy and combination therapy
- Summarize key safety & tolerability data for Nebivolol Highlight the recommended dosing and administration of Nebivolol

m) General Seles Representative Process Flow


Process Map
Requesting an Event
WEB APPLICATION
Sales Representative
Login
Create and Event
(accessed from menu)
Search for Event
Choose Event to Update
Make Adjustments
Provide Event Details (date, language, invitations, attendance, product, therapeutic area)
Set Venue name and details
Review Program title and Objectives
Set Agenda and Speakers, specify honoraria
Add Colleagues and Specify RSVP Details
Event Drafted
Accredited FMOQ allows for 1 title and 4 – 6 objectives selections
Review Event Details
Documents are templates associated with event type
Review documents, address messages
Request Event Approval
Approval Requested
See "Managing Events - After Approval" Process Diagram for continuation.
Manage Event After Approval
Event Approved

Sales Rep Requesting an Event;

- Rep logs in
- Rep creates an event with the following information;
  - Event details; Event date, Material language, Invitations needed, Expected attendance, Product, Therapeutic Area, Notes
  - Venue details; Venue name, address, city, province, postal and phone
  - Program and Objectives; Program Type, Title and Objectives (In the case of 'Accredited CHE Program: Quebec – FMOQ' type, the rep solicits from the speaker a selection of 1 of 14 titles and 4-6 of 16 objectives)
  - Agenda and Speakers; Agenda times are input, meal and cost are selected and the faculty and honoraria are input
  - Invite Colleagues; Colleagues and RSVP details are added

Lead-time required for fulfillment for the following Event types are;

- Accredited Programs require 6 weeks
- Forest developed OLAs require 3 weeks
- Other Learning Programs require 2 weeks

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n) List of Materials sent to the Sales Representative for an Event

When CMC Admin receives notice that an event has been approved, a Speaker Work Order is sent to the speaker for signing and return to CMC. If the signed work order is not received before the material package is to be shipped, a back-up work order is provided for signing on site. If the signed work order is received after the package has been shipped, an email is sent to the Sales rep to advise that the signed work order has been received.

OLA

i. Rep Instruction letter outlining materials
ii. Back-up sign-in sheet in case the electronic signature pad on the iPad is not working
iii. Back-up Speaker/Moderator agreements in case CMC did not receive the signed agreement prior to the event. Speaker Work Order (backup copy if a signed version isn't received by CMC)
iv. Invitation (with or without moderator)
v. Reminder card (with or without moderator)
vi. Evaluation
vii. Sign-in sheet to be completed by Speaker/Moderator/Facilitator and attendees
viii. Fed Ex envelope and completed waybill for returning completed event materials after the event

CHE – ACCREDITED PROGRAM – REST OF CANADA

i. Rep instruction letter
ii. Pre-Ethical review invitation (Pre-ethical review can be disseminated while we seek final accreditation. Once we have final accreditation we will send the post-ethical review invitation if time permits)
iii. Agenda
iv. Confirmation
v. Evaluation
vi. Participant workbook
vii. Fed Ex envelope and completed waybill for returning completed event materials after the event
viii. Post-Ethical review invitation (time permitting)
ix. Post-meeting: Certificates
x. Sign-in sheet

CHE – ACCREDITED PROGRAM – QUEBEC FMOQ

i. Attestation de Participation_2013
ii. Confirmation_ FMOQ_French
iii. Divulgation de conflits interest
iv. Formulaire d'évaluation FMOQ - 1 sujet
v. Invitation_Pre-Accred FMOQ_French
vi. Liste de Présences - Nouveau_2013

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4. GUIDELINES FOR EVENT SUBMISSION

a) FULFILLMENT

For all Accredited Events, an Ethical Review has to be submitted. An ethical review is required for events held at a hotel, restaurant, conference centre, or physician's office, etc., where food and/or beverages are provided and/or an industry representative is present to assist with logistics, such as audio-visual equipment set-up, distribution of learning materials, etc.

Lead time required for fulfillment for the following Event types are;

- Accredited Programs require 6 weeks
- Forest developed OLAs require 3 weeks
- Other Learning Programs require 2 weeks

b) CLOSEOUT

Event Creators are required to close out an event within 5 – 10 days after the event. The process requires the on-site representative to ensure the signed Work Order has been sent to the CMC Admin along with the Sign-in sheet (if used instead of iPad sign-in) , which must be completed by the Speaker and Moderator, the Evaluation forms and Moderator agreement. Place all documents in the Fed Ex envelope provided, apply the completed waybill and send back to CMC for final processing.

c) GENERAL GUIDELINES

- Ensure all rules and regulations associated with the Event Type have been met
- Ensure all error warnings have been addressed and the errors corrected. The event cannot be submitted with uncorrected errors.
- All selected Speakers for Accredited events and Forest developed OLAs must have been trained and registered on the Master Speakers List. If the selected speaker is not registered as trained an error will be generated.
- For the Event Type 'Other Learning Programs' and its sub-types, titles and objectives are non-compulsory, but a Program Description has to be manually input
- Do not submit for approval if there is a possibility of changes. Events can only be edited while in 'Draft' status. Edits cannot be made if in 'Approval Requested' or 'Event Approved' status.
- Review documents to ensure the correct information has been entered, i.e. Speaker name, Event date, time and location, Titles and Objectives and RSVP information
- Entry of honoraria in excess of $5,000 will receive a Denial from the RSM and will be sent to the Director of Sales (DOS) as this situation requires a second level of approval.
- The Notes box on the Event Details page can be used to provide information on the event, such as;
    - Honoraria in excess of $5,000 required and the relevant reason
    - 2 or more Sales Reps are involved in the event and require distribution of Invitations and meeting material
    - No invitations required, etc.
- For events requiring French meeting materials, a 24 hour time format is programmed for Agenda entries

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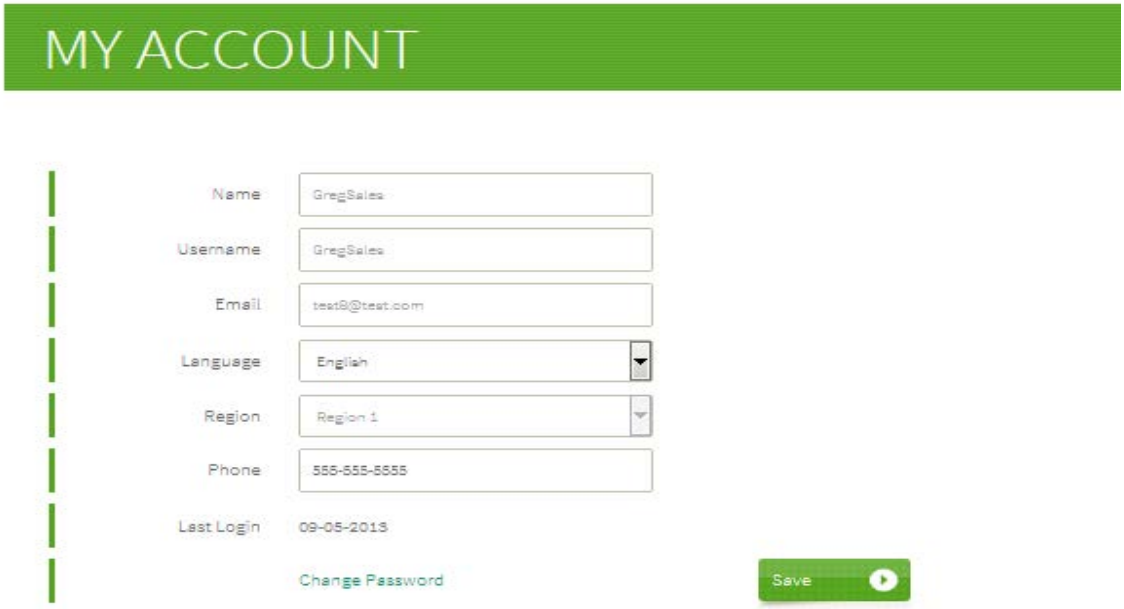
5. ACCOUNT

You can access your account information by clicking “Account” at the top of the screen.



Name	Your program registered Name is displayed
Username	Your program registered UserName is displayed
Email	Your program registered Email address is displayed
Language	Your program registered Language is displayed (English or French)
Region	Your program registered Region is displayed
Phone	Enter your phone number
Change Password	Select “Change Password”, enter your new password in the field that appears

You can edit your phone information by entering your new information into the field, then you can finalize the process by clicking the “Save” button.

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6. HELP WITH THE PROGRAM

a) Help

By selecting the "Help" link at the top of the site, you will be brought to a new page with contact information that can be used if further assistance is required.

Forest EMS
Account | Help | Francais | Logout
Forest Laboratories Canada Inc.
SEARCH existing events
UPCOMING EVENTS in the next 6 months
CREATE A NEW event

b) Switch Language

Clicking the "Français" or "English" option will change the language of the site between English and French.

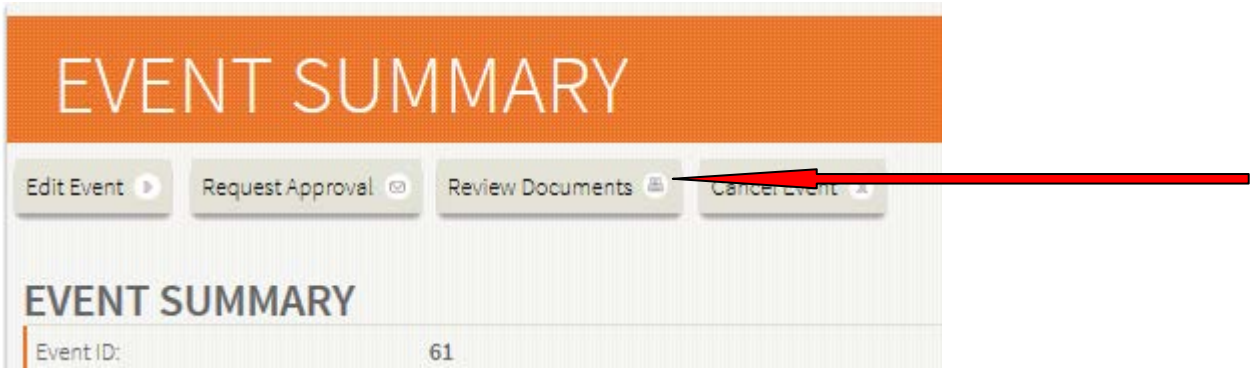
c) Logout

Clicking the "Logout" option will end your time on the site and bring you back to the login page.

7. PROGRAM DOCUMENT TEMPLATES

A Sales Rep needs to plan an event a minimum of 3 weeks in advance of the Event Date for a Forest developed OLA and 6 weeks in advance of the Event Date for an Accredited CHE program. This allows 5 days for RSM approval and 10 days for invitation delivery and distribution.

Before submitting the Event for approval, review the document templates to ensure that the Speaker, Event Date, Event Venue, Titles and Objectives and RSVP information are correct. This can be done by clicking on the 'Review Documents' tab at the top of the page, as shown here;



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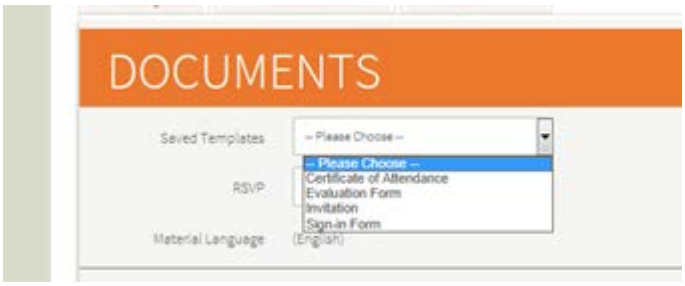
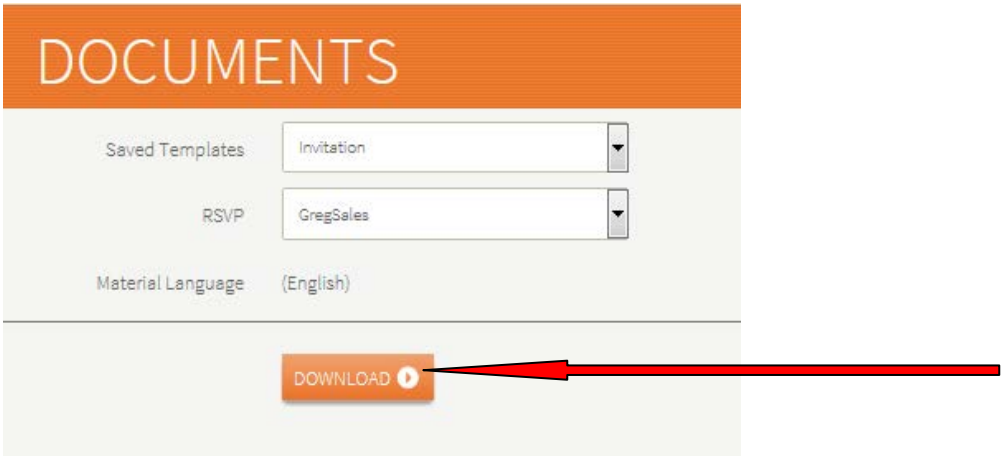
Clicking on the Review Documents tab causes a Document window to appear. Here you can select the document to be reviewed, as shown.



When an approved Event is created with an Event Date less than 3 weeks in advance, the Sales Rep has to print the documents from the EMS. The documents can be reviewed as above;, then select the required document and download by clicking on the Download button, shown below.



A PDF of the document will be generated. Check the information on the documents again before printing.
For iPad users, ensure your iPad is equipped with PDF and Document viewers enabled with Sharing.
You have 2 options to print the documents;

- If connected to a wireless printer; simply view the document and output to print to the wireless printer
- If not setup with a wireless printer; View the document, then attach to an email and send to a printing service, requesting the required number of copies.

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Forest developed OLAs Templates

OLA Invitation
OLA Invitation with Moderator
OLA Agenda
OLA Invitee Reminder card
OLA Moderator Reminder card
OLA Sign-in Sheet
Moderator Agreement with Work Order
Moderator Work Order

Accredited CHE – Rest of Canada (CFPC) Event Templates

CFPC Invitation
CFPC Confirmation
CFPC Certificate of Attendance
CFPC Evaluation
CFPC Sign-in Sheet
Speaker Agreement
Speaker Work Order
Moderator Agreement with Work Order
Moderator Work Order

Accredited CHE – Quebec FMOQ Event Templates

Attestation de Participation_2013
Divulgation de conflits intérêts
Formulaire d'évaluation FMOQ - 1 sujet
Invitation_Pre-Accred FMOQ_French v1
Liste de Presences - Nouveau_2013

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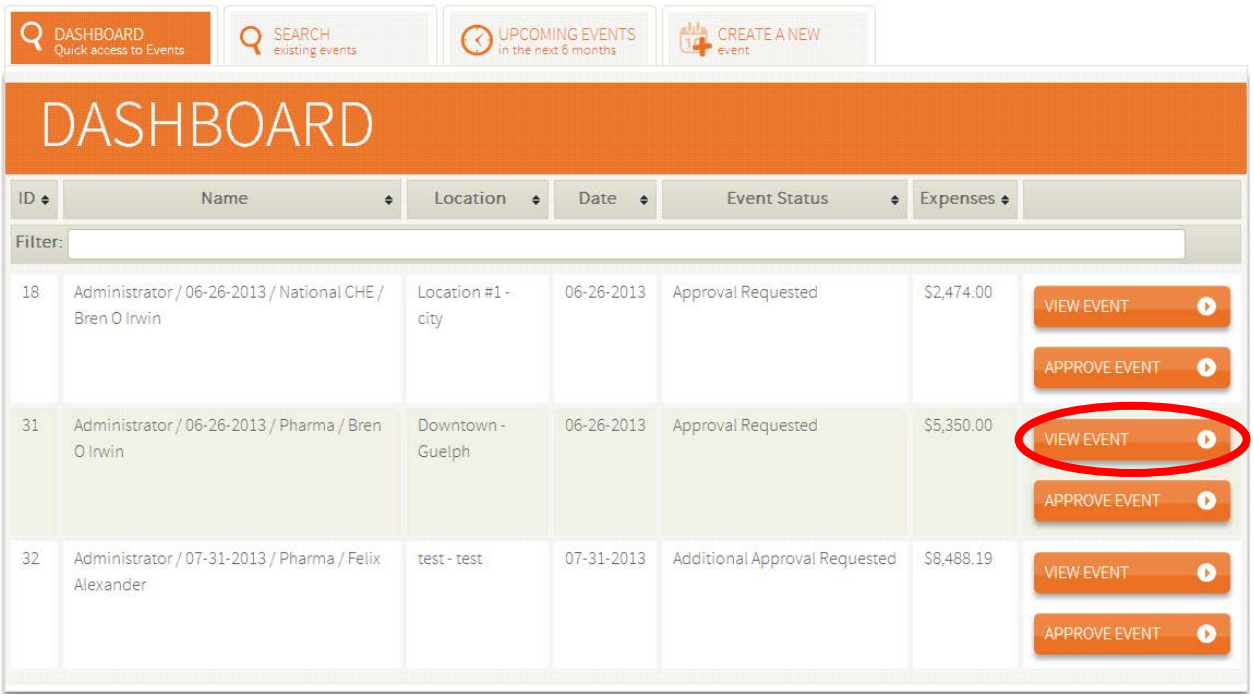
8. Regional Sales Managers and Director of Sales

a) Login

Upon logging in as an RSM or DOS, you will be shown a Dashboard which features events submitted for approval by the Sales Representatives. The RSMs will see the events for their individual regions, while the DOS will see all events submitted regardless of region. In this section there are three other subsections:, "Search", "Upcoming Events" and "Create a New Event".

b) Dashboard

The "Dashboard" contains a list of events awaiting approval.



Selecting "View Event" will bring you to Event Summary page with an outline of all the event's details.

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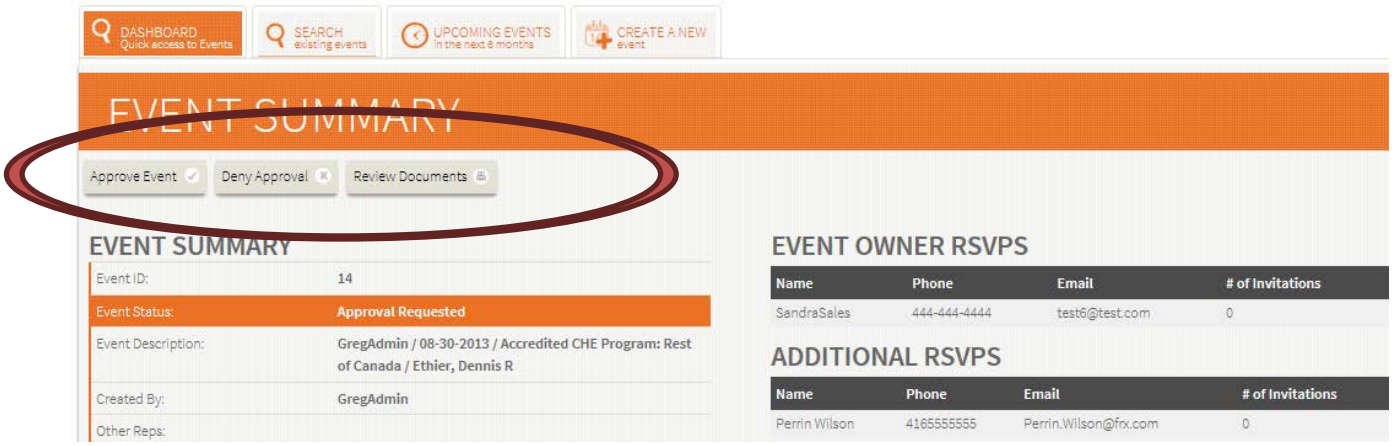
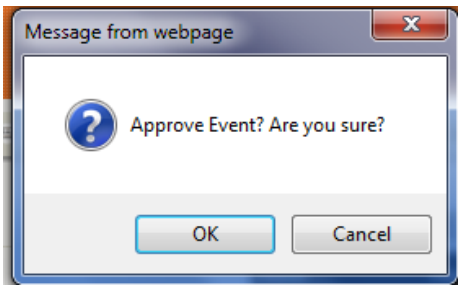


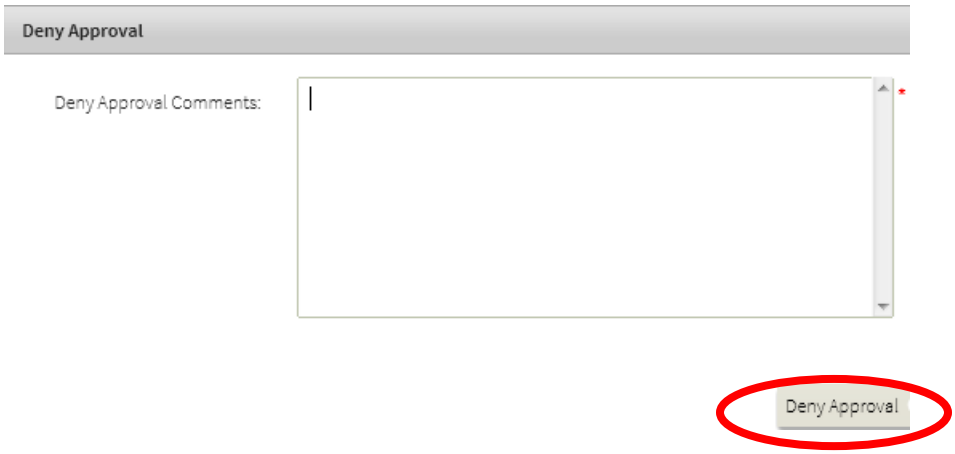
While viewing an event you can edit event details by clicking the buttons along the top of the page. Doing so will cause a popup to appear.

In these popups you can make any necessary edits , then click the “Save” button. Selecting “Approve Event” will cause a popup to appear asking for confirmation.



Selecting “OK” will approve the event. For events with honoraria over $5,000, the program generates an email to the Director of Sales requesting further review and approval.

Selecting “Deny Approval” will cause a popup to appear allowing input of comments back to the Event Owner advising of the reason for denial. Then click on ‘Deny Approval’ button to send the comments in an email to the Event Owner. The Denial will also show in the Sales Rep’s events list.



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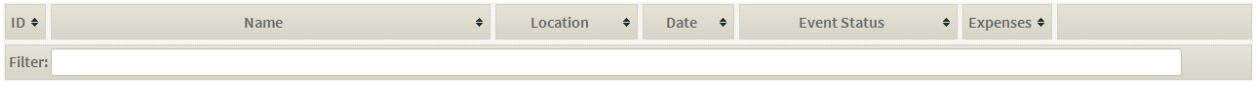
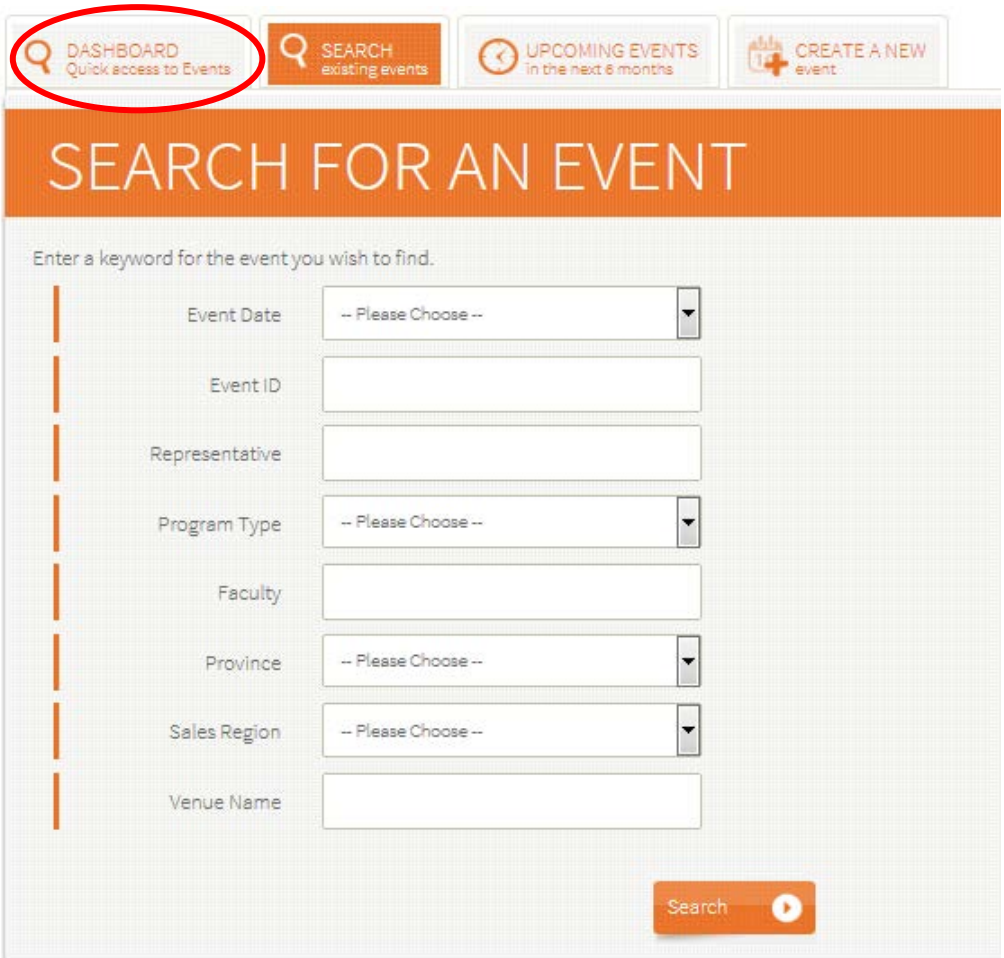
c) Filters



The filter fields above the event list can be used to search for specific events. You can either type in a keyword or click one of the column headings, to more easily sort through the list.

d) Search

With the "Search" tab you can look up specific scheduled events based on certain search criteria.



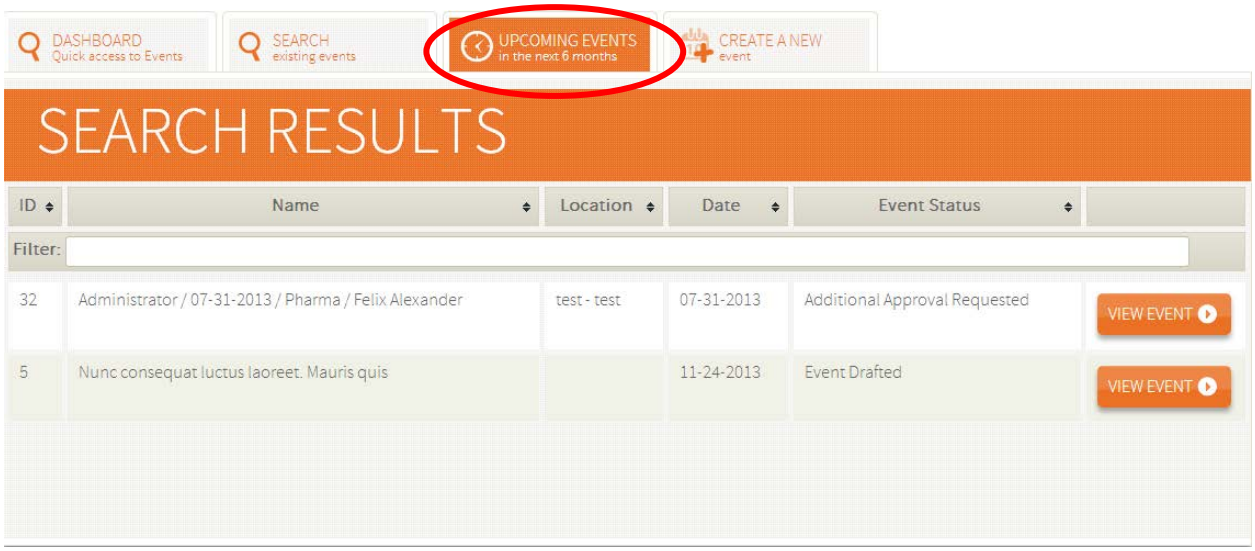
Event Date	Select the event date from the dropdown list
Event ID	Enter the event ID
Representative	Enter the representative name
Program Type	Select the Program Type from the dropdown list
Faculty	Enter the faculty name

Province	Select the name of the Province where the event is taking place
Sales Region	Select the name of the Sales Region where the event is taking place
Venue Name	Enter the name of the Venue where the event is taking place

Enter criteria into any of the fields and select the Search button. The system will return a list of events that match your criteria.

e) Upcoming Events

The "Upcoming Events", tab shows all of the events that are scheduled to occur in the next six months.



The "View Event" button will bring you to the Event Summary page with all of the event's details. The filter fields above the events can be used to find specific events, the same way that the filters in the "Dashboard" can be used.

f) Temporary Assignment of Regional Event Approval

In the event of absence where temporary assignment of Regional Event Approval is required, please follow this procedure;

- Contact CMC Admin by phone at "1-877-369-7979", or by email at EMSForest@completemedcom.com and advise of the following;
    - Your Name and Region
    - Period of temporary assignment; give a Start date and time and an End date and time
    - The name and region of the RSM you are assigning the approval privilege to

g) General RSM Process Flow

g) General RSM Process Flow

RSM approving an Event;

- RSM logs in; A dashboard is presented as the opening screen, showing all events in the RSM's region in the Approval stage
- RSM follows the following steps;
  - Search for the event submitted for approval
  - Review the event
  - Approve the event; an approval notice is sent to the event owner
  - Deny the event;, enter comments for the Sales Rep
  - If an event honorarium is over $5,000, the RSM approves the event. The system automatically forwards the event to the Director of Sales with a new status 'Additional Approval Requested' for further review and approval by the DOS. The DOS Approves or Denies the event by following the same procedure as the RSM.

Process Map

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8. Useful Links

FMOQ Accreditation: http://www.fmoq.org/fr/training/policies/activities/default.aspx

CFPC Accreditation: http://www.cfpc.ca/mainpro/

9. FAQ

This section will be updated as necessary with your questions.

Q1. **My program screen seems too large for my screen.**

A1. Ensure your Zoom is set at 100%

Q2. **My speaker advised me that he won't be able to present at my event. Can I change the speaker in the system?**

A2. If your event has not been approved yet, you can Edit your event, go to the Agenda & Speaker, remove the actual speaker and add the new one.
If your event has been approved, you then need to Cancel it and re-create it.

Q3. **What do I do if I'm having troubles with the system?**

A3. Refer to the 'Help' section, by clicking on the Help button at the top right of the header. If a solution is not found there, please contact the CMC admin by email at "EMSForest@completemedcom.com" or by phone at "1-877-369-7979".

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